

**CARES/ACCESS Updates for February 21, 2013**  
**DHS Income Maintenance Programs**  
**(Medicaid/BadgerCare Plus/FoodShare/Caretaker Supplement)**

**ACCESS**

In 2007 Daylight Saving Time was extended by one month. ACCESS/CARES programming wasn't updated to support the change and incorrect filing dates were set when an ACCESS application was submitted outside of business hours on the weekend Daylight Saving Time changed (i.e. an application submitted on a Sunday set a Sunday filing date instead of the next business day). The ACCESS/CARES programming has been updated to accommodate the change made in 2007. The next change to Daylight Saving Time is Sunday, March 10<sup>th</sup>. If there are still cases with the incorrect filing date submitted over that weekend, please report those cases to the CARES Call Center.

- English and Spanish versions of the required FNS non-discrimination text has been added to the online SMRF in ACCESS:

**FoodShare Non-Discrimination Statement**

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, religion, political beliefs, or disability. To file a complaint of discrimination, write or call DHS Affirmative Action and Civil Rights Compliance Office, 1 W. Wilson St., Rm. 561, PO Box 7850, Madison WI, 53707-7850, Ph. (608) 266-9372, or USDA, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice).

Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

- Homeless individuals receiving FoodShare must complete a renewal every six months. Alerts in ACCESS 'Renew My Benefits' were showing only a renewal due, but ACCESS 'Check My Benefits' was showing both a SMRF and a Renewal due, causing customers to submit SMRFs instead of renewals. CMB will no longer show a SMRF due. This same issue was fixed for migrant farm worker FS cases, FS Elderly/Blind/Disabled AGs and TFS cases.
- Apply For Benefits was using \$444 as the standard utility allowance for FS, it has been corrected to use the current value of \$442.

**Automatic Updates-Federal Poverty Limits (FPL)**

- The annual Federal Poverty limits were updated in CARES 2/9/13, see ops memo 13-02 for more information.

## Caseload Management

- The Caseload Management and Document Management Search Criteria pages have been enhanced to include the option to search on Case Status by cases closed more than a calendar month and denied more than 30 days. Also, the option to filter cases denied less than 30 days wasn't returning results, this has been fixed.

### Caseload Management Search Criteria

Reset

Caseload Search	
Caseload Search Criteria	
<input type="button" value="Restore to Default Search Criteria"/> <input type="button" value="Save Search Criteria"/>	
<input checked="" type="radio"/> County / Tribe:	99 - DES
Office:	<input type="text"/>
<input type="radio"/> IM Consortium:	<input type="text"/>
<input type="radio"/> W-2 Geographical Area:	<input type="text"/>
Additional Search Criteria	
Worker:	<input type="text"/>
Caseload:	<input type="text"/>
FEP ID:	<input type="text"/>
Language:	<input type="text"/> - Any Language
First Letter of PP's Last Name:	<input type="text"/> A to <input type="text"/> Z
<input checked="" type="checkbox"/> Case Status:	<input checked="" type="checkbox"/> Pending <input checked="" type="checkbox"/> Closed less than or equal to a calendar month <input checked="" type="checkbox"/> Closed more than a calendar month <input checked="" type="checkbox"/> Denied less than or equal to 30 days <input checked="" type="checkbox"/> Denied more than 30 days
<input checked="" type="checkbox"/> Case Mode:	<input checked="" type="checkbox"/> Intake <input checked="" type="checkbox"/> Ongoing <input checked="" type="checkbox"/> Closed <input checked="" type="checkbox"/> Review <input checked="" type="checkbox"/> Simulation <input checked="" type="checkbox"/> Asset Assessment

### Document Management - Search Criteria

Additional Search Criteria	
<input checked="" type="checkbox"/> Language:	<input type="text"/> - Any Language
<input checked="" type="checkbox"/> First Letter of PP's Last Name:	<input type="text"/> A to <input type="text"/> Z
<input checked="" type="checkbox"/> Outstanding Verification:	<input checked="" type="checkbox"/> Approaching <input checked="" type="checkbox"/> Past Due <input checked="" type="checkbox"/> Neither Approaching nor Past Due
Review Month:	<input type="text"/> MM / <input type="text"/> YYYY
Case Number:	<input type="text"/>
<input checked="" type="checkbox"/> Case Status:	<input checked="" type="checkbox"/> Pending <input checked="" type="checkbox"/> Closed less than or equal to a calendar month <input checked="" type="checkbox"/> Closed more than a calendar month <input checked="" type="checkbox"/> Open <input checked="" type="checkbox"/> Denied less than or equal to 30 days <input checked="" type="checkbox"/> Denied more than 30 days
<input checked="" type="checkbox"/> Case Mode:	<input checked="" type="checkbox"/> Intake <input checked="" type="checkbox"/> Ongoing <input checked="" type="checkbox"/> Closed <input checked="" type="checkbox"/> Review <input checked="" type="checkbox"/> Simulation <input checked="" type="checkbox"/> Asset Assessment
What would you like to do?	

## ECF

- In certain situations, the "received date" on a fax was being changed to a later date incorrectly, this has been fixed.
- In certain situations, scanned documents attached to an RFA were going directly to the ECF and could not be viewed from the RFA summary, this has been fixed.

### **Fair Hearing Tracking Tool**

- The option to allow MOD (Modified) as a reason for appeal has been removed; this reason does not pertain to IM programs.
- If DIS (Discontinued) or RED (Reduced) are entered as a reason for appeal, an Effective Date of Adverse Action will be required.  
\*\*\*Reminder: When DIS or RED is entered, the effective date must always be the first of a month.
- The “return” button from the Initial Summary page was not updating adverse action dates, this has been fixed.

### **Fatals**

Some users were getting a Bad Request error when doing certain searches in CWW. Fixes have been made to the search functionality in CARES to resolve this error.

### **Income Maintenance Workload Tracking (Dashboard) fixes**

- Dashboard HC work item did not update after the case was processed. This issue occurred when an RFA was merged to an existing closed case and the Worker ID was not entered on the Additional Data page. This has been fixed. Work items that were still on the Dashboard due to this issue, were deleted systematically.
- Multiple Group Level Work Items: When a group level request was added and processed from the Group Level Request page, all subsequent Group level requests created a new work item, causing multiple work items to be created. This has been fixed. Work items that were still on the Dashboard due to this issue, were deleted systematically.
- Inaccurate Due Date on Work Item: When a verification due date extension was removed an incorrect Due Date for the Work Item was set. The logic on the Verification Due Date Set/Extended event was updated to identify if the extended due date was removed and if so, to change the work item type due date to the original verification due date or the original work item due date (whichever is later).
- Applications submitted as non-Priority Service that are determined to be eligible for expedited benefits when the eligibility determination is completed had a due date set for the work item based on the filing date. FNS regulations allow us to set the due date based on the day the agency discovers the household to be entitled to expedited service. (Interview date). The IMWT was enhanced to correctly set the due date from the date of the interview in this situation.

\*\*\*Note: If the PS page is updated when the application is processed the work item will then update with the correct due date. It is important that workers update the page at intake to reflect any new changes

- Dashboard multiple confirmations & IMMR: FS and HC work item types were appearing as untimely due to multiple confirmations of the same AG. This was due to the Workload Tracking Tool creating a new work item type for that program with a new ‘end date’ based on the subsequent confirmation. The new end date is then looked at as untimely. IMWT was fixed to only look at the end date created from the initial confirmation of an AG

- Dashboard - Multiple work items exist. Since specific HC programs don't have individual request pages, a generic HC work item is created when a HC program is requested. At confirmation, the generic HC work item type is removed and specific HC program types are added. This includes creating a work item type for an MPA request. Because MPA has an individual request page, this results in multiple work item types for MPA. This has been fixed so a separate work item will not be created for MPA.
- Work Item Date is incorrect. The work item End Date was different than the confirmation date which was causing cases to appear untimely. This occurred when a message from the dashboard failed at batch and is processed when the retry batch occurs overnight. The end date of the next day was being set rather than the day it was actually confirmed. The retry batch process has been fixed to retain the original End Date.

#### **Miscellaneous**

- When addresses were updated to an out of state address, the Address Verification process (Finalist) would verify incorrect counties of residence in Wisconsin as part of the address verification. This has been fixed and CARES will retain the county of residence the case is currently in.